

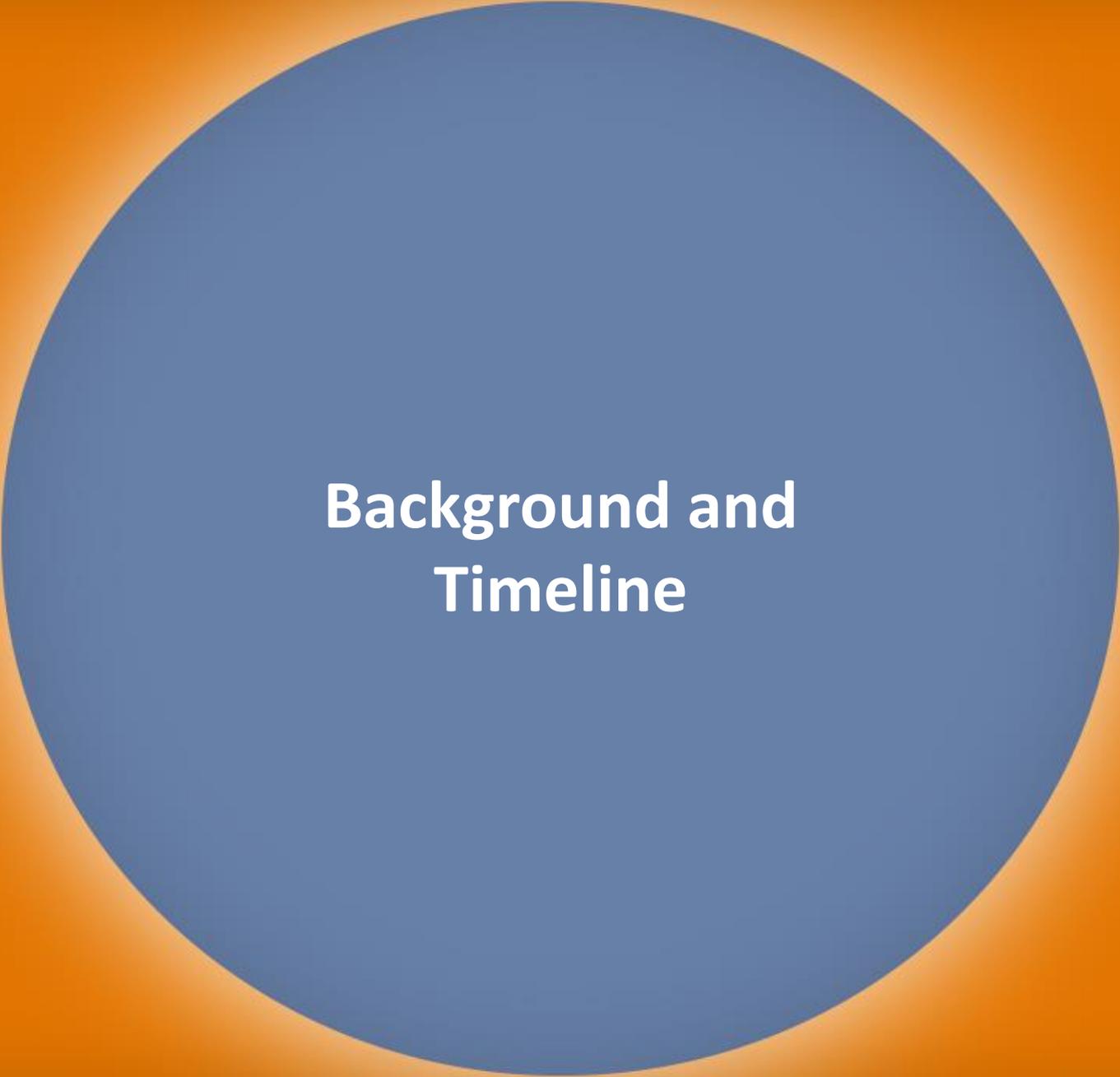


**MMP and HCBS Provider  
Introduction and Education  
Session**

**February 26, 2016**

## The objectives of this meeting are to:

- Increase HCBS Provider understanding of Healthy Connections Prime
- Explain HCBS Provider Contracting
- Outline Claims and Billing processes
- Introduce HCBS Providers to Medicare-Medicaid Plans (MMPs)



# **Background and Timeline**

## Background

- **New program** for seniors age 65 and older with Medicare and Medicaid
- **Healthy Connections Prime** is part of a **national initiative** jointly administered by CMS and SCDHHS, designed to integrate all the services of Medicare, Medicare Part D, and Medicaid under a **single Medicare-Medicaid plan (MMP)**
- In South Carolina, Medicare-Medicaid plans are called **Coordinated and Integrated Care Organizations (CICOs)**.

<Health Plan Name and/or Logo>		Healthy Connections <b>PRIME</b> 
<b>Member Name:</b> <b>Member ID:</b> <b>Health Plan (80840):</b>		 <small>Prescription Drug Coverage</small>
<b>PCP Name:</b> <b>PCP Phone:</b>		<b>RxBIN:</b> <b>RxPCN:</b> <b>RxGRP:</b> <b>RxID:</b>
<CMS Contract #> <Plan Benefit Package #>		

## Individuals may be eligible to enroll if they are:

- Age 65 or older;
- Have Medicare benefits;
- Have full Healthy Connections Medicaid benefits; and
- Are living in the community.

Enrollment Phase	Information
<b>Open Enrollment</b> (~51,000 eligible enrollees)	<ul style="list-style-type: none"> <li>• Ongoing</li> <li>• Medicare-Medicaid enrollees choose to participate with Healthy Connections Prime</li> </ul>
<b>Passive Enrollment</b> (~12,800 eligible enrollees)	<ul style="list-style-type: none"> <li>• Will occur in two initial phases, and is on going monthly</li> <li>• Eligible enrollees are automatically assigned to a Medicare-Medicaid plan</li> </ul>

***Healthy Connections Prime is voluntary. Members may disenroll at any time, and eligible enrollees may choose not to participate.***

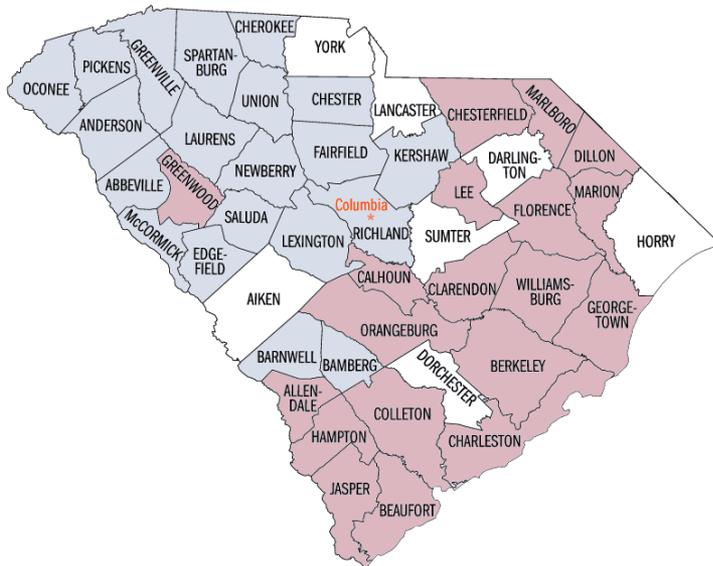
# Passive Enrollment Timeline\*

## Wave 1

- Effective April 1, 2016
- Upstate Region
- Projected Eligibles = 5,300

## Wave 2

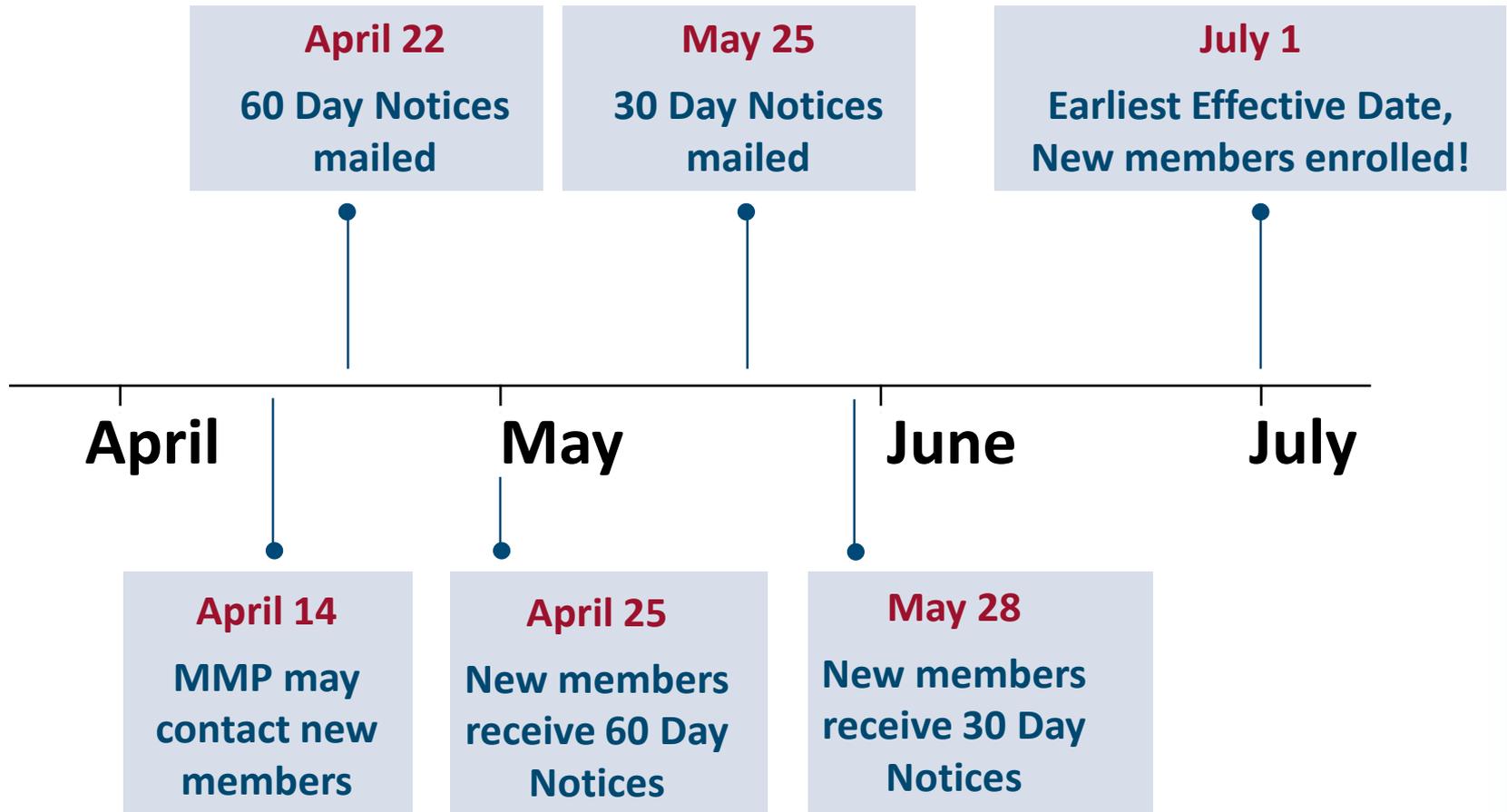
- Effective July 1, 2016
- Coastal Region and CLTC Waiver Population
- Projected Eligibles = 7,500
- Waiver participants ~ 2,263



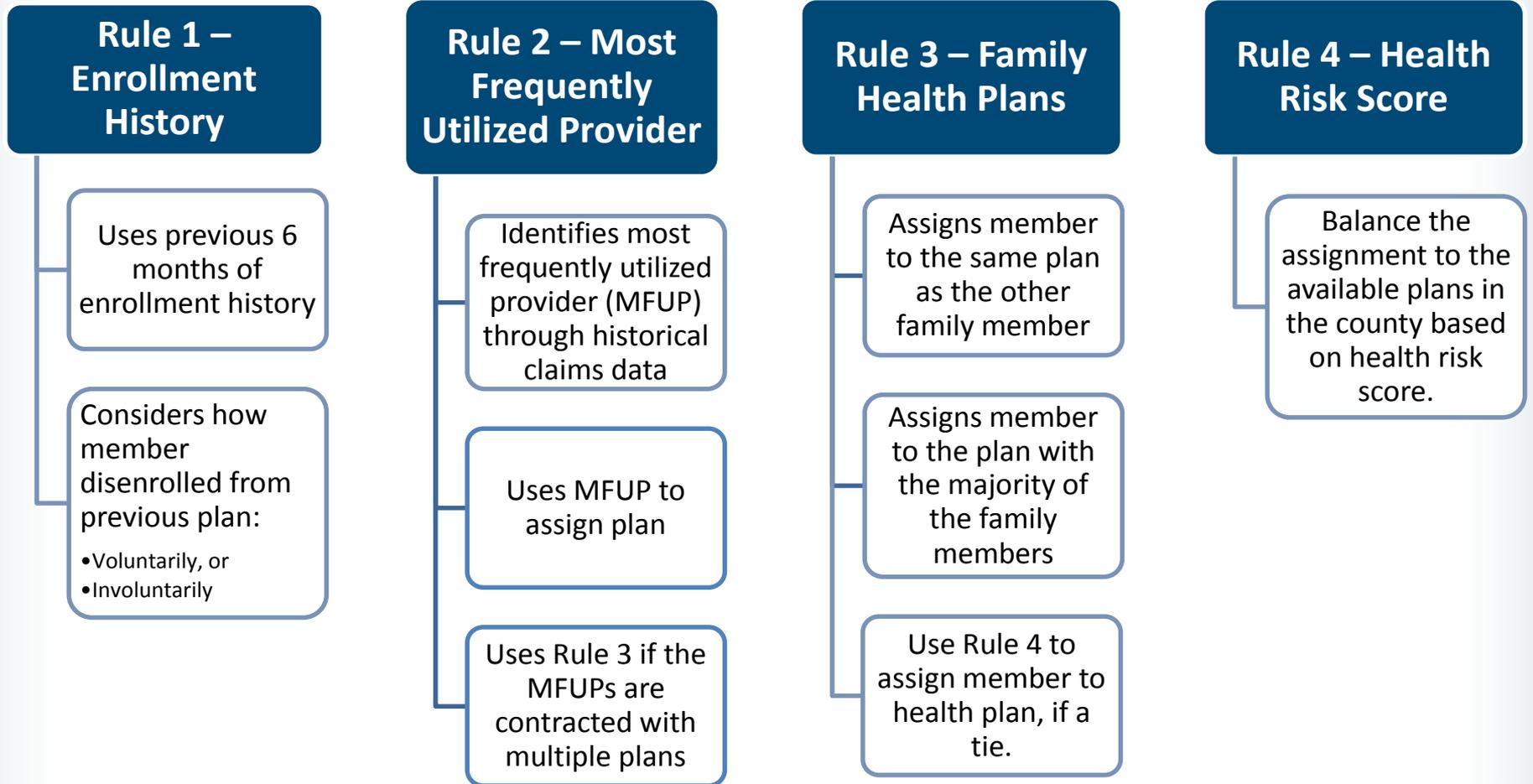
\*Members with comprehensive insurance or who have previously been passively enrolled into a standalone prescription drug plan are excluded from passive enrollment.

Note: Aiken and Dorchester counties are eligible for “choice only” enrollment. In addition, the following counties are not participating in Healthy Connections Prime : Lancaster, Horry, Darlington, Sumter and York.

## Wave 2 Communications to Members (2016)



# Passive Enrollment Intelligent Assignment Criteria



# HCBS Transition

## How does this impact CLTC waiver service providers?

### Does not change

Use of Phoenix

Provider Credentialing

LTC LOC Initial Assessments

Self-Direction

Keep your waiver participants

**PLUS**

### Changes

Provider contracts

Oversight of Waiver CM

LTC LOC Reassessments

Claims processing and payment

Serve non-waiver individuals

Provider Reimbursement

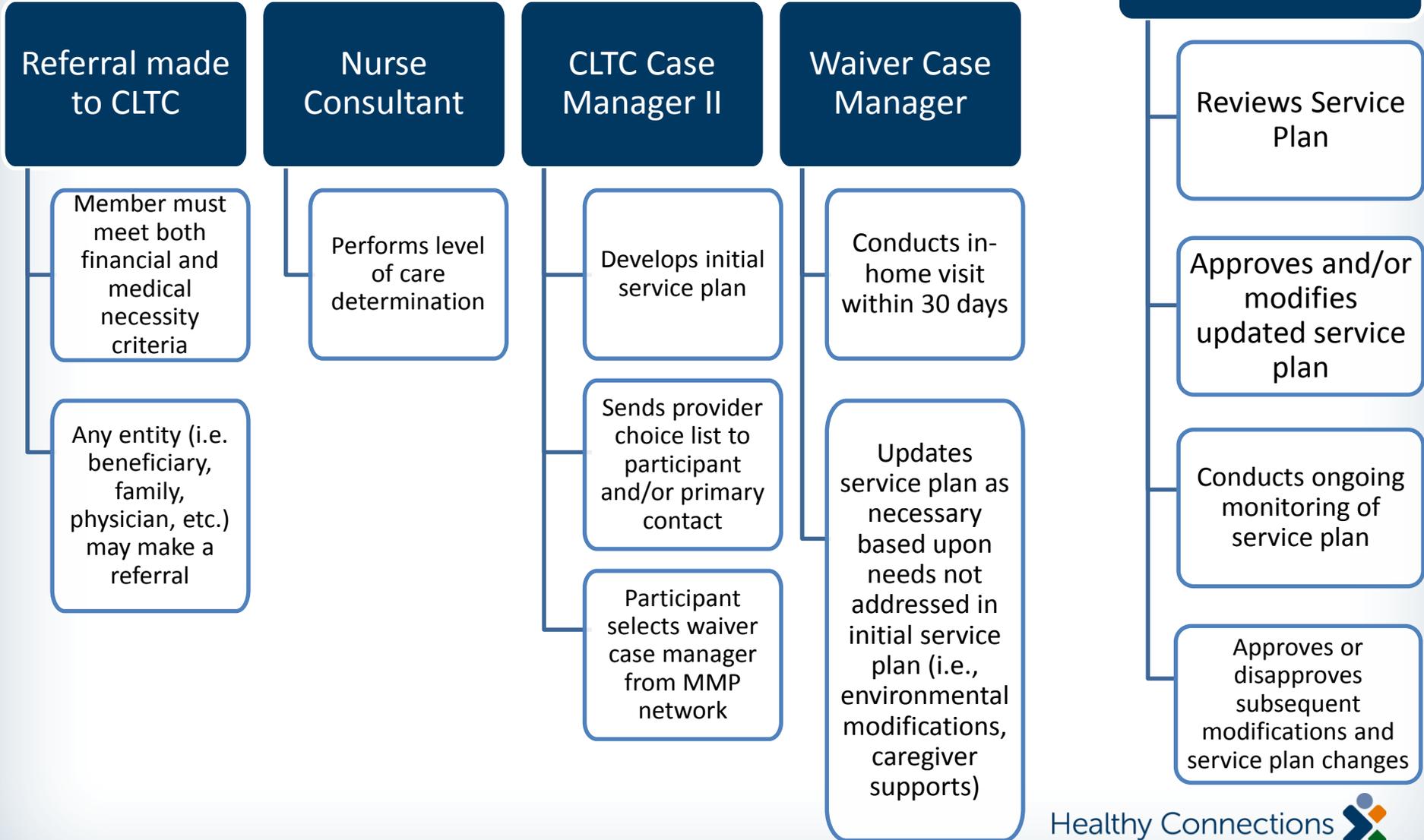
Part of a care team

## 2016 Changes

- **SCDHHS will transition the following responsibilities to the MMPs.**
  - **Service Plan**
    - Approval
    - Monitoring
  - **LTC Annual Reassessment**
  - **Provider reimbursement**
  - **Provider contracts**

# HCBS Service Plan

New 



## Claims and Billing

- **Providers will continue to use Phoenix for billing**
  - Billing agreement required (to be discussed later)
- **Claims generated based on authorized services**
- **Providers are currently paid by the state and payment recouped from each MMP**
- **May 1, 2016 - anticipated implementation of claims processing and payment by MMPs**
- **Reimbursement based upon Fee-For-Service rate floor**
- **Reimbursement schedule does not change**

## Why Contract with MMPs?

HCBS providers are encouraged to join one or more MMP networks.

- To be a part of the health plan provider network
- To continue serving members beyond 6 month Continuity of Care period
- To receive future referrals for waiver and waiver-like services



## Continuity of Care

- 6-month continuity of care period
- Participants maintain providers and services
- Maintains service authorization levels for waiver services, unless change in service needs

### CONTINUITY OF CARE OPTIONS

- 1 Full Contract**  
Serve any member
- 2 Single Case Agreement**  
Serve one particular member beyond the six month transition period
- 3 Transition Process**  
Serve for up to six months while member transitions to a Healthy Connections Prime provider

Out-of-network providers reimbursed at current Medicare and Medicaid fee-for-service rates

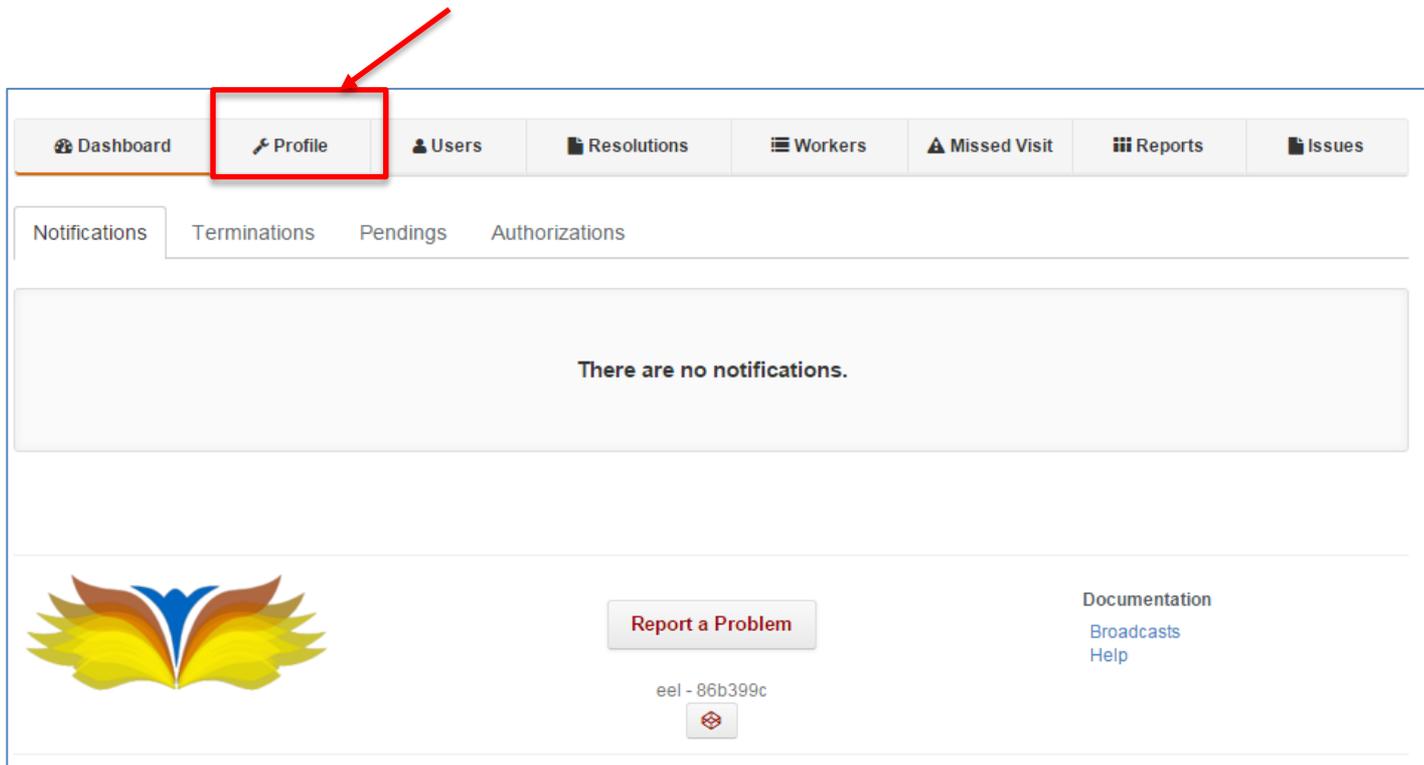


**Prime Provider  
Agreement**

## Purpose

- In order for SCDHHS to submit claims to the MMP for waiver participants, providers need to complete a Healthy Connections Provider Agreement.
- The agreement must be signed and completed electronically.
- The agreement is located in Phoenix Provider Portal under the “Profile” tab.

- Log into the Phoenix Provider Portal at <https://providers.phoenix.scdhhs.gov/login>
- Click the Profile tab



- Click the Agreements tab

The screenshot shows a software interface with a top navigation bar containing tabs: Dashboard, Profile, Users, Resolutions, Workers, Missed Visit, Reports, and Issues. Below this is a sub-navigation bar with tabs: General Info, Holidays, Counties Served, Mobile Devices, and Agreements. The 'Agreements' tab is highlighted with a red box, and a red arrow points to it from the text above. Below the sub-navigation bar is a table with the following data:

Agreement	Signed?	Signed By	Signed At
<a href="#">Healthy Connections Prime Agreement</a>	No		

- The screen will show the “Healthy Connections Prime agreement waiting to be signed by your company.

- Clicking “Healthy Connections Prime Agreement” displays the document on the screen to be reviewed.
- After reading the agreement, check the box stating I agree to the Terms and Conditions.

Electronic Signature

I agree to the Terms and Conditions

Electronically Approved  
By

Name

Title

Provider (EN0925) NFL  
Personal Care

- Type the name and title of the person accepting the terms and conditions on behalf of the provider agency

- Click the Sign Agreement button

### Electronic Signature

I agree to the Terms and Conditions

Electronically Approved  
By

Name

Title

Provider (EN0925) NFL  
Personal Care

Sign Agreement

- **To print the signed agreement, click the Download Signed Copy button.**
- **The user will be asked to enter a password. The password is the user's login ID.**
- **Click your web browser's print button or right mouse click on the document to print.**

**Additional Resources**

## Healthy Connections Prime = Medicare + Medicaid



One plan  
One card  
No insurance premiums  
No drug copays

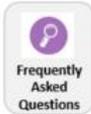
[To Learn More or Enroll](#)

Healthy Connections Prime is a new program that combines all of the benefits of Medicare and South Carolina Healthy Connections Medicaid under a single Medicare-Medicaid plan to make it easier for members to get needed health services.

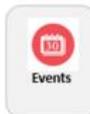
### NAVIGATION



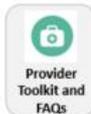
What is  
Prime?



Frequently  
Asked  
Questions



Events



Provider  
Toolkit and  
FAQs



Resources/  
News



Contacts

### LATEST NEWS

Jan 7, 2015 | Press Release

#### Medicare-Medicaid Plan and Doctor Information

The health plan selection website for South Carolina Healthy Connections Choices now has...

Sep 2, 2014 | Press Release

#### Stakeholder Engagement: Nursing Facilities

Sep 2, 2014 | Press Release

#### Notification to Amend Medicaid Home and Community-Based Waivers

Sep 2, 2014 | Press Release

#### South Carolina Hospital Association Agency, Payer, and Provider Summit

Sep 16, 2013 | Press Release

#### SCDuE Weekly Update | September 16, 2013

SCDuE Weekly Update | September 16, 2013

[MORE](#)

### MEMBER STORIES



"I like the personal touches my plan brings. I feel like I joined a family and not an insurance plan. My plan cares about their members."  
[Read More](#)

Contact us by email:  
[primeproviders@scdhhs.gov](mailto:primeproviders@scdhhs.gov)

Or visit our website at:  
[www.scdhhs.gov/prime](http://www.scdhhs.gov/prime)

- FAQs
- Educational events
- Member stories
- Program data
- Latest updates
- Provider toolkit
- Additional materials
- Contacts

**Questions?**